

Magellan Health Services

Magellan's MIS systems are the foundation of all our data processing capabilities, providing us with the ability to effectively serve our members and customers. Our data processing and collection capabilities allow us to routinely use data to make informed decisions regarding our operation.

Our suite of software applications resides on an IBM iSeries Power 7 Model i770 running the V7R1 i/OS. The database utilized by the application is DB2/400 release level V6r1m1. The iSeries Power 7 houses and supports our clinical and financial systems:

- **Integrated Product (IP)**, designed to meet Magellan's complex interface requirements and to collect and store the types of data needed to meet reporting requirements of organizations such as the National Committee for Quality Assurance (NCQA) and the Centers for Medicare and Medicaid Services (CMS).
- **Claims Adjudication and Payment System (CAPS)**, a robust claims pre-processing, adjudication and administration system that supports all Magellan eligibility, benefit, and claim functions. CAPS is linked to IP; this integration allows eligibility information to display in IP, ensuring appropriate authorizations.
- **Integrated Provider Database (IPD)** is an internally developed application housed on the iSeries Power 7. IPD houses and differentiates between Magellan and client provider networks. It supports the contracting and credentialing process and associated data, including but not limited to, network participation status, licensure, and reimbursement schedules, billing relationships, rates and electronic funds transfer (EFT) information.
- Magellan's **Enrollment System** resides on CAPS and supports all of Magellan's customers. Unification of the enrollment system with CAPS enables on-demand enrollment verification for Magellan staff online, as well as for members and providers through our Web site. Magellan's enrollment system has complete flexibility to maintain member enrollment and benefit information by variables such as specific groups, divisions, locations, work sites, by members versus dependents, or other categories.
- Magellan's **Data Warehouse** uses industry-leading Oracle 11g Real-time Application Clustering (RAC) technology and Microsoft SQL Server clustered servers. The hardware has redundant components and each database operates in a clustered environment. If one server or component has an issue, the redundant component or other server can take over. Our EMC VMAX and Clarion storage solutions also offer redundancy and high availability. Our standard data storage procedures include daily backups, kept on-site for a week, to facilitate quick recovery in the event of a problem with the database. We also have disaster recovery plans in place to restore the data center in case of a true disaster that impacts the entire data center.

We own the source code to all our core systems, and use an in-house team of IT professionals for all development, upgrades and maintenance. This allows us to have complete flexibility to configure these systems to the specific data collection and processing needs of our customers.

Magellan receives data from customer systems, clearinghouses, providers, member intake calls, governmental agencies and other relevant sources. Once data is processed and uploaded to our systems, it is made available for use online to serve members and customers, and is used for analytics and reporting.

Our suite of Web services offers a specific site for network providers. By going to www.MagellanHealth.com/provider, providers can access valuable information to enhance their collaboration with Magellan, streamline their administrative functions, and augment their professional development. The Web site enables providers to perform tasks such as submitting

claims, access managed care treatment authorizations and claims payment status, request continued sessions, inquire about benefits programs and member eligibility, update practice information and submit re-credentialing applications.

What other data is collected?

Outcomes data – Magellan collect outcomes data through the Consumer Health Inventory (CHI) and Consumer Health Inventory – Child (CHI-C) assessments, which have the ability to be collected individually by person (member or non-member) as well as in aggregate for providers. Information can be drilled down by specific clinician, service type, gender, age group, or by the entire population. Overall change among the Iowa Plan network is measured over time from 1st, 2nd, 3rd, and most recent administration. Magellan also collects information for the National Outcomes Measures (NOMS) that is delivered to the State of Iowa (MHDS).

Central Data Repository – Magellan receives a data feed from the Iowa Department of Public Health containing data from the CDR with the state-required substance abuse treatment data, submitted to IDPH by licensed substance abuse providers.

What is the data used for?

Standard Reports – Magellan produces an array of monthly, quarterly and annual reports required by DHS and IDPH.

Internal management uses data routinely to make informed decisions regarding such operational activities as staffing, call routing, network management and financial management.

Provider Profiling – Magellan produces a web-based provider profiling report accessible by our provider network giving each provider a trended overview of their own performance, and aggregate reports so they may compare their results against like-kind providers as well as the Magellan provider network as a whole.

Ad-hoc Reports – Magellan routinely produces ad-hoc reports requested by the departments and by internal management. The average turn-around time on such reports is less than 2 days.